

WARRANTY REGISTRATION

How to Register Warranties

A step-by-step guide to setting up your account and submitting warranty registrations — including full instructions for registering by email.

1 CREATE YOUR ACCOUNT

Go to eliteinspectionwarranty.com/internatchi

Click on the Blue button create your account.

2 ACCEPT PROGRAM TERMS & ADD A PAYMENT METHOD

After creating your account, you will be required to accept the program's terms and conditions and add a payment method. You are only charged for the properties you register. There are no minimum requirements or subscription fees. If you don't register properties, you will not be charged.

3 START REGISTERING PROPERTIES

MANUALLY IN YOUR ACCOUNT, OR VIA EMAIL — REVIEW THE EMAIL SETUP INSTRUCTIONS BELOW

Once your account is registered you can start adding properties either one at a time or upload a CSV file in your dashboard. Click Warranties and then Register Warranties.

4

REGISTERING WARRANTIES VIA EMAIL

Once you have your account set up, you have accepted the terms and conditions and added a payment method you can start submitting warranty registrations automatically by sending an email to:

register@elitemga.com

No portal login needed — just send the email in the format below and the system will process it. Please read through this once before using it, since a few small formatting details can make the difference between an email that goes through and one that fails.

BEFORE YOU START

Make sure:

- You're sending **from the email address on file**. This is the email address you used to set up your account. (Emails from other addresses won't be accepted, even if formatted correctly.)

If any of these aren't in place, the registration won't process, even if everything else is correct.

Subject Line

The email subject line must be as shown below every time:

Warranty Registration – [Client Name]

Example: Warranty Registration – Jane Doe

Single Registration (Typed in the Email Body)

Use this exact format — one label per line, colon after the label, value after that:

```
Client First Name: Jane
Client Last Name: Doe
Client Phone: 555-123-4567
Client Email: jane@example.com
Property Address: 123 Main St
Property Address (2):
City: Springfield
State: IL
Zip: 62704
Date of Inspection: 07/20/2026
Type of Plan: Pro
```

IMPORTANT

- Use the field labels shown above exactly as written. “Client Name” or “First Name”... won’t work.
- Write the state as the two-letter abbreviation (e.g., “IL”).
- Send Address, City, State, and Zip as **separate lines**, not combined into one line.
- Plain text emails are preferred over HTML-formatted or pasted-table emails.

Required Fields

Every registration **must** include exactly as shown above:

- Client name (first + last, or full name)
- Client phone number
- Client email address
- Property address
- Type of plan – this is the plan you are purchasing for the client; Basic, Pro, Premium or Master

If any of these are missing, the entire email fails — there’s no partial processing for a single registration. Double-check before sending.

Bulk Registrations (CSV Attachment)

See attached sample CSV file

You can also submit several registrations at once. Attach a .csv file — the system will detect it automatically. Include one row per registration, with these columns:

```
client first name, client last name, property address, city, state, zip, phone, email, date of inspection, type of plan
```

- Rows missing required info are **skipped individually** — the rest of the valid rows still go through.
- All valid rows in one file are combined into a single order and charged together in one payment.
- If the payment fails, it affects the **entire batch**, not just individual rows.

QUICK CHECKLIST BEFORE SENDING

- ☐ Sent from your registered inspector email address
- ☐ Subject line follows the format: Warranty Registration – [Client Name]
- ☐ Name, phone, email, address, and plan type are all included for each registration
- ☐ CSV attached if submitting in bulk

Once you've registered an inspection warranty on a property, your client will receive a confirmation letting them know you've provided this program to them, introducing Elite Inspection Warranty as the program administrator, and providing an overview of the claims reporting process.

Questions or issues with a registration not going through? kkuhn@elitemga.com